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November 19, 2019

Docket Control
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

RE: Arizona Public Service Company (APS or Company)
Rate Review and Examination of Books and Records of APS
Docket No. E-01345A-19-0003

Last Thursday, we became aware that the online APS rate compare tool was relying on incorrect information and, as a result, has provided certain customers with inaccurate rate plan recommendations since February 2019.

This issue also affected rate plan recommendation letters that were sent to some of our customers earlier this year.

In an effort to address this, APS has taken and plans to take the following steps:

1. We have taken the rate comparison tool off-line and delayed implementation of an entirely new tool that was scheduled to become available this week.
2. We are running additional tests on the new tool to confirm that it is providing accurate and reliable information to customers; this tool will not be made available online until those tests are complete.
3. We will implement a customer education campaign specifically targeting those customers who switched plans since February:
 - Those customers who switched plans and are not on their most economical rate will be informed of the issues with the rate comparison tool and encouraged to contact us so that they can select their most economical rate and receive a credit to their account. Based on our initial analysis, this is fewer than 12,000 customers. The credit will be equal to the difference between what they have paid since switching plans and what they would have paid had they been on their most economical plan.

- Those customers who switched plans and are on their most economical rate will be informed of the issues with the rate comparison tool and made aware that they are on their most economical rate.

We appreciate Commissioner Olson's November 15 letter regarding this issue and agree that it is critical that customers receive accurate information when deciding what rate plan works best for them.

We are committed to helping our customers understand and select a rate plan that fits their needs and their lifestyle.

Please let me know if you have any questions.

Sincerely,



Rodney J. Ross

RJR/bgs

c: Elijah Abinah